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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Investigator: Brad Morton**Phone:** (602) 642-6660**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2006 - 53102**Date:** 6/20/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** Gerald

Backer

Account Name: Gerald & Nancy Backer**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Gold Canyon**CBR:****State:** AZ **Zip:** 85218**is:****Utility Company:** Gold Canyon Sewer Company**Division:** Sewer**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No. SW 02519A-06-0015

We are writing you today to complain about the possibility of the Gold Canyon Sewer Company rates doubling in cost.

We are retired people on a fix income and we think it is ridiculous for the cost to double. We could understand an increase of \$5-\$10 but it makes no sense to us how anything could double in cost! There has been no changes in obvious sewer service or location of facility, how could anyone justify doubling the rate of the sewer company?

Your attention to this matter will be greatly appreciated.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

June 20, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

¶Your letter regarding the Gold Canyon Sewer Company ("GCSC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the GCSC application.

¶The concerns raised in letters received from customers will assist the Commission in the investigation and

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,
Bradley G. Morton
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 6/20/2006

Opinion No. 2006 - 53102

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2006 - 53090**Date:** 6/19/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** **Kenneth E. McCollough****Account Name:** Kenneth E. & Nancy B. McCollough**Home:** (480) 000-0000**Street:** [REDACTED]**Work:****City:** Gold Canyon**CBR:****State:** AZ **Zip:** 85218**is:****Utility Company:** **Gold Canyon Sewer Company****Division:** Sewer**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No SW 02519A-06-0015

Kenneth E. & Nancy B. McCollough
[REDACTED]

Gold Canyon, AZ 85218

June 15, 2006

Mr. Jeff Hatch-Miller

Arizona Corporation Commission

Utilities Division

1200 West Washington

Phoenix, AZ 85007-2996

RE: GCWWTF Case/Docket No. SW02519A-06-0015

Dear Mr. Hatch-Miller:

As residents of Gold Canyon, Arizona and customers of the Gold Canyon Sewer Company (GCSC), we are writing to express our opposition to the GCSC's request to increase our monthly fee from \$35 to \$70.34 for our residential service. We can't find any justification for such a large increase. Actually, we wonder how GCSC justifies its current \$35 monthly fee. In the year 2005 water usage charge for our residence was \$297 and GCSC charged \$420 to discharge it through the sewer system. We believe the \$35 per month charge is already exorbitant.

In comparison: for our summer home in Pinetop we pay \$281 annually for our residence water and the Pinetop-Lakeside sewer district charges \$297 annually. We understand that GCSC's charter to do business in Gold Canyon allows them to earn a 10% profit. If this is correct, we believe the commission should audit GCSC's books and determine if they are currently realizing a profit on the \$35 monthly charge.

The GCSC's odor problem has not been resolved. The odor is apparent on the golf course adjacent to the sewer

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

plant and also at Basha's store on the west side. Also, the homes in Mountainbrook as well as on Highway 60 when passing by.

Yours truly,

Kenneth E. McCollough Nancy W McCollough

CC: Commissioners Kristin K. Mayes, William Mundell, Marc Spitzer, Mike Gleason.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

June 19, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

¶Your letter regarding the Gold Canyon Sewer Company ("GCSC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the GCSC application.

¶The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

¶Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

¶Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

¶Sincerely,

¶Bradley G. Morton

¶Public Utilities Consumer Analyst II

¶Utilities Division

End of Comments

Date Completed: 6/19/2006

Opinion No. 2006 - 53090

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No. 2006 - 53094****Date:** 6/19/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** Dan**Barlett****Account Name:** Dan & Ingrid**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Gold Canyon**CBR:****State:** AZ **Zip:** 85218**is:****Utility Company:** Gold Canyon Sewer Company**Division:** Sewer**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No SW 02519A-06-0015

CRUSH RIDICULOUS FLUSHING FEES!!!

Mr. Morton and Commissioners:

This letter is regarding the Gold Canyon Sewer/Algonquin Power Income Fund's proposed 100% increase to \$70 per month. ..GCWWTF Case Docket No. SW-02519A-OO-0638. It is difficult to comprehend how any company can justify the current \$35 per month when surrounding communities are paying under \$20 per month. I/We find this proposed increase ludicrous as many Gold Canyon residents are retired and living on fixed incomes. Furthermore, this Community was promised by former management that there would be no further increases after the 2003 increase you granted to Gold Canyon Sewer.

It seems perhaps that Algonquin Power Income Fund may have "over" invested a hefty sum to expand their out-dated facilities and "to attempt" the correction of local unpleasant odorous situations. But---does this give them right to take advantage of a situation where we have no other alternative??? The answer to this questions is "NO"! There are still odor issues & we shouldn't have to pay for their expansion to a sewer system they chose to over-extend!!!! Your attention to this matter is appreciated.

Gold Canyon Property Owner

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

June 19, 2006

RE: GOLD CANYON SEWER COMPANY

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Sincerely,
Bradley G. Morton
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 6/19/2006

Opinion No. 2006 - 53094

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days

Opinion **No.** 2006 - 53093**Date:** 6/19/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:**

Angelo

Valenti

Account Name:

Angelo Valenti

Home: [REDACTED]**Street:** [REDACTED]**Work:****City:**

Gold Canyon

CBR:**State:**

AZ

Zip: 85218**is:**

Utility Company:

Gold Canyon Sewer Company

Division:

Sewer

Contact Name: [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No SW 02519A-06-0015

CRUSH RIDICULOUS FLUSHING FEES!!!

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Gold Canyon Property Owner

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

June 19, 2006

RE: GOLD CANYON SEWER COMPANY

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Sincerely,
Bradley G. Morton
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 6/19/2006

Opinion No. 2006 - 53093

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2006 - 53092**Date:** 6/19/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:****Lori****Serack****Account Name:**

Lori Serack

Home: [REDACTED]**Street:** [REDACTED]**Work:****City:**

Gold Canyon

CBR:**State:**

AZ

Zip: 85218**is:****Utility Company:****Gold Canyon Sewer Company****Division:**

Sewer

Contact Name: [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No SW 02519A-06-0015

June 16, 2006
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007
Attn: Jeff Hatch-Miller, Chairman

Re: COMPLAINT

Gold Canyon Sewer Corporation – proposed rate increase from \$35 to \$70/mos.

I moved from Pittsburgh, Pennsylvania, to Mountainbrook Village in Gold Canyon 5 years ago. The realtor gave me a list of approximate taxes and utility fees. I am a widow and live on a fixed income.

My past experience with sewer companies has been that monthly charges were based on water consumption of the household. I live by myself and it makes sense that I do not use the same amount of water nor do I have the same amount of sewage as a household with several children. It is inexcusable to raise monthly sewage charges by more than 100% Even though improvements have been made, we still deal occasionally with bad odor. Promises of "SMELL CONTROL" were made and promises of "NO CHANGE IN SEWER SERVICE OR CHARGES" were made also.

What should we home owners expect in the future? On one hand we were lured here by construction companies and realtors and on the other hand we will be penalized by paying exuberant prices for a service that we need.

THIS IS A CRY FOR HELP! It would be nice to have someone look out for us, the consumer and not for the sewage company executives.

Sincerely,

Lori Serack

Gold Canyon, AZ 85218

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

June 19, 2006

RE: GOLD CANYON SEWER COMPANY

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¶Sincerely,
¶Bradley G. Morton
¶Public Utilities Consumer Analyst II
¶Utilities Division
End of Comments

Date Completed: 6/19/2006

Opinion No. 2006 - 53092

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2006 - 53095**Date:** 6/19/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** Helen E.

Leahy

Account Name: Helen E Leahy**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** Gold Canyon**CBR:****State:** AZ **Zip:** 85218**is:****Utility Company:** Gold Canyon Sewer Company**Division:** Sewer**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No SW 02519A-06-0015

CRUSH RIDICULOUS FLUSHING FEES!!!

Mr. Morton and Commissioners:

This letter is regarding the Gold Canyon Sewer/Algonquin Power Income Fund's proposed 100% increase to \$70 per month. GCWWTF Case Docket No. SW-02519A-OO-0638. It is difficult to comprehend how any company can justify the current \$35 per month when surrounding communities are paying under \$20 per month. I/We find this proposed increase ludicrous as many Gold Canyon residents are retired and living on fixed incomes. Furthermore, this Community was promised by former management that there would be no further increases after the 2003 increase you granted to Gold Canyon Sewer.

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Gold Canyon Property Owner

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

June 19, 2006

RE: GOLD CANYON SEWER COMPANY

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Sincerely,
Bradley G. Morton
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 6/19/2006

Opinion No. 2006 - 53095

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2006 - 53097**Date:** 6/19/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:**

David

Cloutier

Account Name:

David & Jeanne Cloutier

Home: [REDACTED]**Street:**

[REDACTED]

Work:**City:**

Gold Canyon

CBR:**State:**

AZ Zip: 85218

is:**Utility Company:**

Gold Canyon Sewer Company

Division:

Sewer

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]**Nature of Complaint:**

Docket No SW 02519A-06-0015

[REDACTED]
Gold Canyon, AZ 85218

June 11, 2006

Arizona Corporation Commission
1200 W. Washington St
Phoenix, AZ 85007Attention: Commissioners Jeff Hatch-Miller, Chairman, William A. Mundell, Marc Spitzer, Mike Gleason, and
Kristin A. Mayer

Subject: Complaint - Sewer Rate Increase

We would like to respond to the recent Public Notice of Hearing on the Application of Gold Canyon Sewer Company for an increase in its rates for wastewater service, Docket No. SW02519A-06-0015.

As part-time residents of Mountainbrook Village, along with many hundreds more, we all pay \$35.00/month for twelve months sewer service even we are only there three/six months per year. Our past experience with city sewer charges has been calculated on total water input, not a flat rate. An analogy would be State Gasoline taxes are paid on the number of gallons of gasoline you purchase, not a flat fee each time you fill up your vehicle.

Therefore, in reality if we are not using the service, there should not be a charge. We feel we have been contributing substantially over the years for services not used. During the time part-time residents are not using sewer service, there must be a substantial savings. A proposal of increasing the rate to \$70.34/month is absolutely absurd. Instead of an annual cost of \$420.00, it would amount to \$844.08, a 101% increase. For part-time six-month residents, this is equivalent to paying \$140.00/month while our residence is occupied.

There were also promises of odor control with the new facility and we still feel this odor exists. Sincerely,

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

June 19, 2006

RE: GOLD CANYON SEWER COMPANY

Dear Sewer Customer:

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Sincerely,
Bradley G. Morton
Public Utilities Consumer Analyst II
Utilities Division
End of Comments

Date Completed: 6/19/2006

Opinion No. 2006 - 53097

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2006 - 53098**Date:** 6/19/2006**Complaint Description:** 08A Rate Case Items - Opposed**First:****Last:****Complaint By:** **Arvid B.** **Evensvold****Account Name:** Arvid B. Evensvold**Home:** (480) 000-0000**Street:** [REDACTED]**Work:****City:** Gold Canyon**CBR:****State:** AZ **Zip:** 85218**is:****Utility Company:** **Gold Canyon Sewer Company****Division:** Sewer**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Docket No SW 02519A-06-0015

From: ARVID B. EVENSVOLD [REDACTED]

Sent: Monday, June 19, 2006 2:00 PM

To: Bradley Morton

Subject: Gold Canyon Sewer Company - Ref. Docket No. SW-025191-00-0638

Dear Mr. Morton:

I am writing to file a formal complaint regarding the enormous sewer rate increase being requested by the Gold Canyon Sewer Company. More than doubling the rate is simply ridiculous.

First of all, the present rate we pay, \$35.00 per month is substantially higher than anywhere else in this area. It is also significantly higher than any other place we have ever lived.

This is obviously a very poorly managed company that has expanded far too fast. Just because they are a monopoly should not give them a license to charge whatever they please. I personally was a banker for more than forty years and have seen many companies expand too fast. There are other solutions to their problem without passing these high rates to consumers who have no other choice. These solutions include injecting additional capital, refinancing their debt, reducing expenses, selling the company or as a last resort file for Chapter 11 bankruptcy protection. They certainly should not be allowed to pass their poor judgment and management practices on to innocent consumers.

Even though they claim to have spent \$12 million on their recent expansion, the plant is still not controlling the terrible odor problem which is often unbearable. I usually play golf at the Mountain Brook Gold course three or four times a week and seldom pass the sewer plant when there is not a significant odor problem. They are not a good neighbor and should not have been allowed to expand in this location in the first place.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Please consider these very valid points in finalizing you decision. Thank you.

Arvid B. and Carolyn L. Evensvold

████████████████████
Gold Canyon, Arizona 85218

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

From: Bradley Morton

Sent: Monday, June 19, 2006 4:07 PM

To: 'ARVID B. EVENSVOLD'

Subject: RE: Gold Canyon Sewer Company - Ref. Docket No. SW-025191-00-0638

Dear Mr Evensvold,

I am in receipt of your opinion regarding the Gold Canyon Sewer Company rate case and will docket it so it is part of the rate case and the Commissioners will be made aware of your concerns. Please contact me if you have further issues.

Sincerely,
Bradley G. Morton
End of Comments

Date Completed: 6/19/2006

Opinion No. 2006 - 53098
